NETWORK MANAGER REPORT

MARCH 2011

SUBMITTED BY Barrett Gilbreath, General Manager

NETWORK MANAGER REPORT

OVERVIEW

Operations

With the first quarter coming to an end, Alabama Interactive has continued on a fast pace. During the month of March, AI made 30 change management updates. Discussions for several new projects are currently underway and will be in the works in the coming months.

Highlights for the month include:

- The Alabama Department of Public Health EMS license renewal application experienced a 26% increase from the previous year. The application processed over $13,500 in March alone.

- Transactions for the Alabama Department of Revenue, Tax Estimation application increased 35% from March 2010. In March the application processed over $1 million. This application allows both Individuals and Corporations to pay their tax estimation payments on-line.

- AI attended a meeting with the Alabama State Board of Examiners for Dietetics and Nutritionists to discuss a new on-line license renewal application. This new application will allow board certified dietitians and nutritionists to renew their licenses on-line.

- AI processed almost $14,000 for the Alabama Department of Environmental Management (ADEM) Smoke School on-line registration application in March, and which accounted for over an 80% increase from March 2010. This application allows users to register for the lecture and field seminars conducted by ADEM for the visible emissions certification program.

- The Alabama Department of Education License renewal application experienced an 8% increase in transactions from March 2010. This application processed almost 600 transactions in March and allows licensed teachers and substitute teachers to renew their certificates on-line.

- AI met with the Alabama Secretary of State's office to discuss a new Corporate Name Reservation application. The portal is working closely with the agency to create an automated system which will allow entities to request a name reservation without human interaction or review from the Secretary of State's office.

- The Alabama Department of Agriculture and Industries launched its first application with Alabama Interactive, the Commercial Applicator Permit Renewal Application. This application will allow licensed commercial applicators to renew their permits online.

- During the month March the Alabama Department of Conservation and Natural Resources on-line hunting and fishing license application processed over $365,000 in transactions, which is a 10% increase from March 2010. This application allows users to purchase and print an Alabama hunting and/or fishing license.

Marketing

A local Montgomery high school asked Mary Beth Walls to meet with sophomores this month to discuss her career at Alabama Interactive. This was a wonderful chance for her to publicize how beneficial eGovernment is for the state of Alabama, while helping students understand career progression and the importance of secondary and post-secondary education. Attendees also received alabama.gov key chains and plastic cups at the presentation's conclusion.

The marketing team and the Graphic Designer have been working on enhancing alabama.gov on Facebook and Twitter. The team researched new, helpful RSS feeds to stream into the accounts, giving citizens more ways to access important, official government information in Alabama. The team also added many other state and federal connections on both accounts. These venues have become more popular with constituents now knowing they exist as a result of extending our connections.

Customer Service

The month of March was a busy one for the Alabama Interactive customer service team, especially with applications for the Alabama Department of Revenue. The team has been diligently assisting customers with tax estimation, tax extension, and business privilege tax application concerns. Team members answered 1,191 live chats and 450 customer support e-mails throughout the month of March. The customer service team also answered more than 629 phone calls with general questions about various state services and on-line applications.

Our customer service team assisted several customers with application issues and general questions about Alabama government. One AI customer utilized our Live Help on-line chat service to help in searching for information about the State. She said, "Thank you so much! This experience was fantastic!" Another customer sent an email to customer support in search of a picture of the state of Alabama. The AI team directed her to the appropriate agency. She replied, "Thank you for the referral. Great source!" The AI customer service team will continually strive to provide the highest levels of customer service.

Development

The AI development team held two meetings this month. The team discussed database management techniques and conducted training on specific database management items. The two main topics reviewed were indexing and sequence numbers. Team members talked about how to set up indexes, what should be indexed, cautions on over-indexing and how to create indexes in production to utilize the on-line option. They also discussed how to test a table and the efficiency of its indexes. The dev team is making an effort to review all existing databases to ensure they are properly and efficiently indexed. They also discussed the advantages of cache size, proper usages and additional measures to take when using or creating sequences.

Another team meeting, also in March, served as a follow up and status check on the portal's TPE 2 migration. The team discussed how to set up applications to utilize the payment status monitoring script which ensures all payment attempts are either completed or canceled appropriately. This helps confirm there are no pending orders left unchecked by automating the manual process of researching for potential pending payment transactions. The team also learned about the set up and use of Google Analytics.

PROJECT REPORT

Application Progress	This Month	Year to Date
Total # of scheduled applications not yet in development	11	11
Total # of applications in development	15	16
Total # of new applications deployed	1	1
Total # of application functional updates completed	30	90

Note: Please see Daptiv reports for detail.

SERVICE REQUESTS

Alabama Board of Examiners for Dietetic/Nutrition Practice
General Invoice Payment

Alabama Interactive requests and recommends this service for the Alabama Board of Examiners for Dietetic/Nutrition Practice be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Board.

MONTH IN REVIEW

March Financial Report (Alabama Interactive)

Application Progress	2010	2011
Total AI Network Transactions:	461,836	210,096
Average Successful Requests per Day:	14,898	6,777
Total alabama.gov Visitors:	153,622	149,579
Total alabama.gov Page Views:	351,277	324,848
Total alabama.gov Chats or Offline Messages from Live Help:	131	1,191
Total AI Customer Support Emails:	260	450

OPERATIONS & ADMINISTRATION

Alabama Interactive closed the first quarter with a total 90 updates to current applications. There are several large services scheduled to launch in the next few months and AI anticipates a very successful second quarter and remainder of 2011.

OTHER BUSINESS/IN CLOSING

In closing, March brought an end to a very successful first quarter for 2011. The next few months should see several more new application releases and many more updates. We are looking forward to a great 2011.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath